



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-ER/LR-P006-(01)	
TITLE/DESCRIPTION: RESIGNATION			
EFFECTIVE DATE: December 28, 2024	REVISION DUE: December 27, 2027	REPLACES NUMBER: HR (ER/LR) – QP – 06	NO. OF PAGES: 1 of 13
APPLIES TO: All Employees of RMCI		POLICY TYPE: Administrative	

PURPOSE:

To establish a standard policy on employee's resignation, processing of separation pay and exit interview.

DEFINITIONS:

Acceptance Letter - A document that serves as the receipt acknowledging the acceptance of the employee's resignation at the date indicated. It also indicates the processes which the employee shall follow one (1) day after the effective date of his/her resignation. This includes the processing of Clearance Form and the smooth and complete turnover of company assets, documents and the like.

Request for Clearance Form - A document showing the various departments/sections where the employee should be cleared from any accountabilities from the Hospital.

Separation Pay – The amount paid to the resigned employee who has rendered at least 10 years of continuous service.

Waiver, Release and Quit Claim - A document executed by the employee acknowledging the final and complete consideration of his/her services including taxes and accrued benefits from the Hospital. It also indicates that the release is considered as a bar to any suit of proceeding of the employee against the Hospital.

RESPONSIBILITY:

Human Resources Division Head, President & CEO, HR Staff, Section/Department/Division Head and All Employees

POLICY:

1. The employee may terminate his/her contract of employment by means of resignation;
2. That in compliance with Article 300 of the Labor Code, as amended, the employee shall submit his/her written notice to his/her immediate superior at least (1) month prior to the effective date of resignation.
3. In case of failure to follow the one (1) month notice rule, the employee shall be subjected to the penalty per Item No. 15 of this policy.
4. If the resigning employee does **not** have an ongoing administrative case, the procedure shall be as follows:
 - 4.1 The written notice of resignation shall be submitted by the employee to his/her immediate superior.
 - 4.2 Thereafter, the immediate superior shall duly note on the resignation letter the time and





DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-ER/LR-P006-(01)	
TITLE/DESCRIPTION: RESIGNATION			
EFFECTIVE DATE: December 28, 2024	REVISION DUE: December 27, 2027	REPLACES NUMBER: HR (ER/LR) – QP – 06	NO. OF PAGES: 2 of 13
APPLIES TO: All Employees of RMCI		POLICY TYPE: Administrative	

date of his/her receipt

- 4.3 The written resignation shall be submitted by the immediate superior to the Human Resources Division (HRD), which will endorse it to the President.
- 4.4 Once the resignation letter is ACCEPTED and APPROVED by the President, the HRD shall thereafter commence the preparation of the employee's Acceptance letter and the same shall be furnished to the resigning employee.
5. If the employee **has a pending** administrative case; the procedure shall be as follows:
 - 5.1 Upon receipt of the letter, the employee's immediate superior shall endorse the resignation to the HR Head.
 - 5.2 The HR Head shall RECEIVE the resignation and shall write a notation on the bottom portion of the letter. The notation will state: ***"Resignation of the employee is duly received without prejudice to the final outcome of the administrative case."***
 - 5.3 Only upon the written advice from the HR Head can the employee's resignation be ACCEPTED and considered FINAL.
 - 5.4 Following thereto, HRD shall prepare the employee's Acceptance Letter and it shall be furnished to the latter. No clearance shall be issued until final outcome of the administrative case.
 - 5.5 In the event, the resigning employee is found guilty and meted with the penalty of dismissal after the investigation; his/her entitlement to the payment of separation pay will be forfeited.
 - 5.6 If the resigning employee is found guilty and meted with the penalty other than dismissal, his/her separation pay shall be subject to a deduction equivalent to the amount determined during the administrative investigation as the resigning employee's liability.
6. Once the resignation has been APPROVED by the President and/or CEO and/or by the HR Head (for resigning employees with pending cases), the employee shall **not** be allowed to rescind, cancel or withdraw his resignation, unless with the consent of the company.
7. One (1) day prior to the effective date of resignation, the resigning employee shall request his/her clearance form from HRD. To support the request, the resigning employee must submit his/her Acceptance Letter. This step shall only apply to employees without pending administrative cases.
8. The resigning employee shall undergo an exit interview to be conducted by the HR-ER/LR Staff, prior to the release of his/her clearance form.

MASTER COPY



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-ER/LR-P006-(01)	
TITLE/DESCRIPTION: RESIGNATION			
EFFECTIVE DATE: December 28, 2024	REVISION DUE: December 27, 2027	REPLACES NUMBER: HR (ER/LR) – QP – 06	NO. OF PAGES: 3 of 13
APPLIES TO: All Employees of RMCI		POLICY TYPE: Administrative	

9. Upon receipt of the clearance form, the resigning employee shall route the form to the different areas/departments for clearance of any accountabilities.
10. During the interim period (*from the employee's resignation until the effective date thereof*), the resigning employee shall **strictly** comply with the following:
 - 10.1 The resigning employee shall make a smooth transition of his/her work. The employee shall completely turnover all of the company's assets and files related thereto to his/her immediate superior or successor, within a period of 30 calendar days from the acceptance of his/her resignation.
 - 10.2 The resigning employee is discouraged from going on leave or be absent during the interim period;
 - 10.3 In the event that he/she needs to go on leave for emergency reasons, the resigning employee has to extend the effective date of his/her resignation, depending on the number of days he/she will be absent, unless duly approved by the Human Resources Division.
11. If there is property accountability (e.g. loss of equipment under his/her custody), the replacement/salvage cost shall be determined by the Logistics Division and Accounting Department. Thereafter, the cost shall be deducted in full from the resigning employee's separation pay, **IF** the latter is entitled thereto. In the event, that the separation pay is insufficient to cover the total accountability, the amount shall be paid in cash by the resigning employee.
12. In accordance with the company policy, employees who resign and have rendered the prescribed length of service will receive separation pay. The computation of which shall be as follows:

Length of Service	Percentage
10 years to 15 years	50% of the current monthly rate for every year of service
15 years + 1 day to 18 years	75% of the current monthly rate for every year of service
18 years + 1 day to 20 years	130% of the current monthly rate for every of service
21 years and above	175% of the current monthly rate for service, starting on the 21 st year of service

13. The service of six (6) months plus one (1) day shall be considered as one (1) year.
14. For resigning employees who have complied with the required one (1) month notice, the



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-ER/LR-P006-(01)	
TITLE/DESCRIPTION: RESIGNATION			
EFFECTIVE DATE: December 28, 2024	REVISION DUE: December 27, 2027	REPLACES NUMBER: HR (ER/LR) – QP – 06	NO. OF PAGES: 4 of 13
APPLIES TO: All Employees of RMCI		POLICY TYPE: Administrative	

following benefits and documents shall be issued:

- 14.1 Payment of their unpaid 13th month bonus and tax refund during the period;
- 14.2 Payment of their accrued vacation leaves and unused sick leaves;
- 14.3 Certification of Good Moral Character;
- 14.4 Certification of Employment and Job Description (when requested)
- 14.5 Certification of SSS premium contributions
- 14.6 Certification of Phil Health premium contributions for the last six (6) months prior to the date of resignation;
- 14.7 BIR Form 2316
15. If item **No. 2** of this policy was not complied by the resigning employee, the following shall be observed:
 - 15.1 The “Request for Clearance Form for Non-Compliant” shall be processed.
 - 15.2 The Certificate of Good Moral Character shall **not** be issued.
 - 15.3 The Certification of Employment shall be issued to the resigning employee but non-compliance with the provision of Article 300 of the Labor Code shall be indicated in the certification per standard format.
 - 15.4 The accrued vacation leaves and unused sick leaves shall **not** be paid to the employee.
 - 15.5 By way of penalty and/or liquidated damages, an amount equivalent to the employee’s.
 - 15.6 One (1) month latest salary shall be deducted from the total separation pay (*if entitled*) and unpaid 13th month bonus.
16. In compliance with company policy, the loans and advances incurred by the resigning employee from the SSS, PAG-IBIG, the Hospital and the Riverside Medical Center Multi-Purpose Cooperative shall be deducted from his/her separation pay (*if entitled*).
17. Based on the previous item, if the separation pay is insufficient to cover the total accountability, the resigning employee shall pay the obligation in cash. Otherwise, the account shall be endorsed to the Credit and Collection Department.
18. Employees who resign before reaching the age of 50, their separation pay shall be subject to final tax which shall be deducted from their final separation pay.





DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-ER/LR-P006-(01)	
TITLE/DESCRIPTION: RESIGNATION			
EFFECTIVE DATE: December 28, 2024	REVISION DUE: December 27, 2027	REPLACES NUMBER: HR (ER/LR) – QP – 06	NO. OF PAGES: 5 of 13
APPLIES TO: All Employees of RMCI		POLICY TYPE: Administrative	

19. If the separation pay is more than P10,000, the payment shall be released through check and it shall be paid at the Department of Labor and Employment Office (DOLE) by the HR-LR/ER Staff. On the other hand, if it is less than P10,000, the payment and release shall be made at the HR Office.
20. The payment and release of the separation pay and/or 13th month pay and unused leave benefits shall be accompanied by a Waiver, Release and Quit Claim duly signed by the resigning employee, to signify that he/she has no more future claims with the Hospital.
21. Employees who have resigned can be rehired by the Management at its sole discretion, provided that:
 - 21.1 Must have been compliant with the one (1) month notice prior to resignation date.
 - 21.2 Must have at least above-average rating under the Performance Management System.
 - 21.3 Must have at least one (1) year gap from the time of his resignation date to date of re-hire.
 - 21.4 Must have complied with the other Rehiring policies under the Recruitment Section.





DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-ER/LR-P006-(01)	
TITLE/DESCRIPTION: RESIGNATION			
EFFECTIVE DATE: December 28, 2024	REVISION DUE: December 27, 2027	REPLACES NUMBER: HR (ER/LR) – QP – 06	NO. OF PAGES: 6 of 13
APPLIES TO: All Employees of RMCI		POLICY TYPE: Administrative	

PROCEDURE (SOP):

1. One (1) month prior to the intended date of resignation, the employee shall submit a Letter of Resignation addressed to the President and CEO, noted by his/her immediate superior. If the resigning employee does not have a pending case, the letter will be endorsed for approval to the President & CEO.
2. If the Letter of Resignation is accepted, the Human Resources Division will issue the Acceptance Letter to be signed by the Human Resources Division Head and the Division Head of the resigning employee.
3. For resigning employees with pending cases, the resignation letter will be received, but a notation shall be written on the acceptance letter being accepted without prejudice to the final outcome of the case.
4. Before the issuance of the Request for Clearance Form to the employee, the HR-ER/LR Staff conducts an Exit-Interview with the resigning employee.
5. The HR Staff issues the Request for Clearance Form to the employee, one (1) day before his/her resignation date.
6. The employee routes the Request for Clearance Form to the different areas for signature to clear any accountabilities, as follows:
 - 6.1. Riverside College
 - Library
 - Accounting
 - 6.2. DPOTMH
 - Department Head of the Employee
 - RMCI Cooperative
 - Cafeteria
 - Materials Management
 - I.T. Dept.
 - Accounting
 - Credit and Collection
 - Clinical Chart Audit (for medical staff)
 - Payroll- Accounting
7. If there is property accountability, e.g. loss of equipment under his custody, the Materials Management and Accounting shall determine the replacement/salvage cost for the loss of equipment or property under his custody and shall be deducted in full from his/her separation pay IF entitled to receive.





DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-ER/LR-P006-(01)	
TITLE/DESCRIPTION: RESIGNATION			
EFFECTIVE DATE: December 28, 2024	REVISION DUE: December 27, 2027	REPLACES NUMBER: HR (ER/LR) – QP – 06	NO. OF PAGES: 7 of 13
APPLIES TO: All Employees of RMCI		POLICY TYPE: Administrative	

8. If the 13th month pay and unused leave benefits are not adequate to cover the total accountability, the employee shall pay the amount in cash; otherwise, it shall be forwarded to the Credit and Collection Department for Collection.
9. The employee submits the duly accomplished Request for Clearance Form to HRD and HR-Staff facilitates the signing of the form by the Corporate HR-Officer, Division Head of resigning employee, Corporate Finance Officer and President & CEO.
10. The HR Staff forwards the duly accomplished Request for Clearance Form to the Payroll Supervisor for Separation Pay Computation Sheet.
11. Upon receipt of the duly accomplished Request for Clearance Form, the Payroll Supervisor prepares the Separation Pay Computation Sheet based on the employee's current monthly salary, length of service and the equivalent percentage factor and deducts all accounts and/or accountabilities of the employee from the Hospital, Cooperative and also the property accountability, if there is any.
12. The Payroll Supervisor forwards the Separation Pay Computation Sheet to the Chief Accountant, Controller and Corporate Finance Officer for their signature.
13. If the employee has receivable from RMCI:
 - 13.1. The Payroll Supervisor forwards one (1) copy of the duly signed Separation Pay Computation Sheet to the chief Accountant/Accounting for the preparation of check payment.
 - 13.2. The Payroll Supervisor retains one (1) copy of the Separation Pay Computation Sheet and forwards the document package (Letter of Resignation, Separation Pay Computation Sheet, Request for Clearance Form, Employee Company Record, etc.). to HR-LR/ER for preparation of the Quit Claim and filing for reference.
 - 13.3. The CASHIER releases the accomplished check payment, together with the Separation Pay Computation Sheet to HR-LR/ER Section for Release to the employee.
14. If the employee has payable due to RMCI:
 - 14.1. The Payroll supervisor forwards copy of the Separation Pay Computation Sheet to Accounting Staff for preparation of the Journal Voucher, transferring the account to the Account Receivable-Trade.
 - 14.2. Credit and Collection effects the collection.
 - 14.3. The Payroll Supervisor forwards one (1) copy of the Separation Pay Computation Sheet, Journal Voucher and document package (Letter of Resignation, Request for Clearance Form, Employee Company Record, etc.) to HR-LR/ER for filing.
15. If the check payment is less than P10,000 the employee can claim it at HR. If the sum is P10,000 or more, it will be released at the DOLE Office.





DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-ER/LR-P006-(01)	
TITLE/DESCRIPTION: RESIGNATION			
EFFECTIVE DATE: December 28, 2024	REVISION DUE: December 27, 2027	REPLACES NUMBER: HR (ER/LR) – QP – 06	NO. OF PAGES: 8 of 13
APPLIES TO: All Employees of RMCI		POLICY TYPE: Administrative	

WORK INSTRUCTION:

KEY TASK	PERSON RESPONSIBLE
1. Submits Letter of Resignation to the President and CEO for approval duly noted by his immediate superior, Department/Division Head.	Employee
2. Submits approved Letter of Resignation to HRD.	
3. Routes the Request for Clearance Form.	
4. Signs Waiver, Release and Quit Claim Form.	
5. Signs/Approved Letter of Resignation of the employee.	Immediate superior, Department/Division Head, President & CEO
6. Issues the Request for Clearance Form to the employee.	HRD Staff
7. Facilitates the signing of the Request for Clearance Form by the Human Resources Division Head, Division Head of resigning employee, Chief Finance Officer and President & CEO.	
8. Forwards accomplished Request for Clearance Form to the Payroll Supervisor.	
9. Prepares Waiver, Release and Quit Claim Form.	
10. Releases the Quit Claim and check payment to the employee for separation pay less than P10,000 at the HR Office.	
11. Releases the Quit Claim and check payment to the employee at the DOLE Office, for separation pay more than P10,000.	
12. Prepares separation pay Computation Sheet.	Payroll Supervisor
13. Signs request for Clearance Form.	Human Resources Division Head, Division Head of resigning employee, Chief Finance Officer and President & CEO

MASTER COPY



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-ER/LR-P006-(01)	
TITLE/DESCRIPTION: RESIGNATION			
EFFECTIVE DATE: December 28, 2024	REVISION DUE: December 27, 2027	REPLACES NUMBER: HR (ER/LR) – QP – 06	NO. OF PAGES: 9 of 13
APPLIES TO: All Employees of RMCI		POLICY TYPE: Administrative	

14. Signs separation pay computation sheet.	Chief Finance Officer/Controller/Chief accountant
15. Encodes journal voucher in the Bizbox.	Accounting Staff
16. Effects collection of the employee's	Credit and Collection
17. Computes for the replacement cost of lost asset or property.	Chief Accountant/Materials Management Head





DR. PABLO O. TORRE
MEMORIAL HOSPITAL

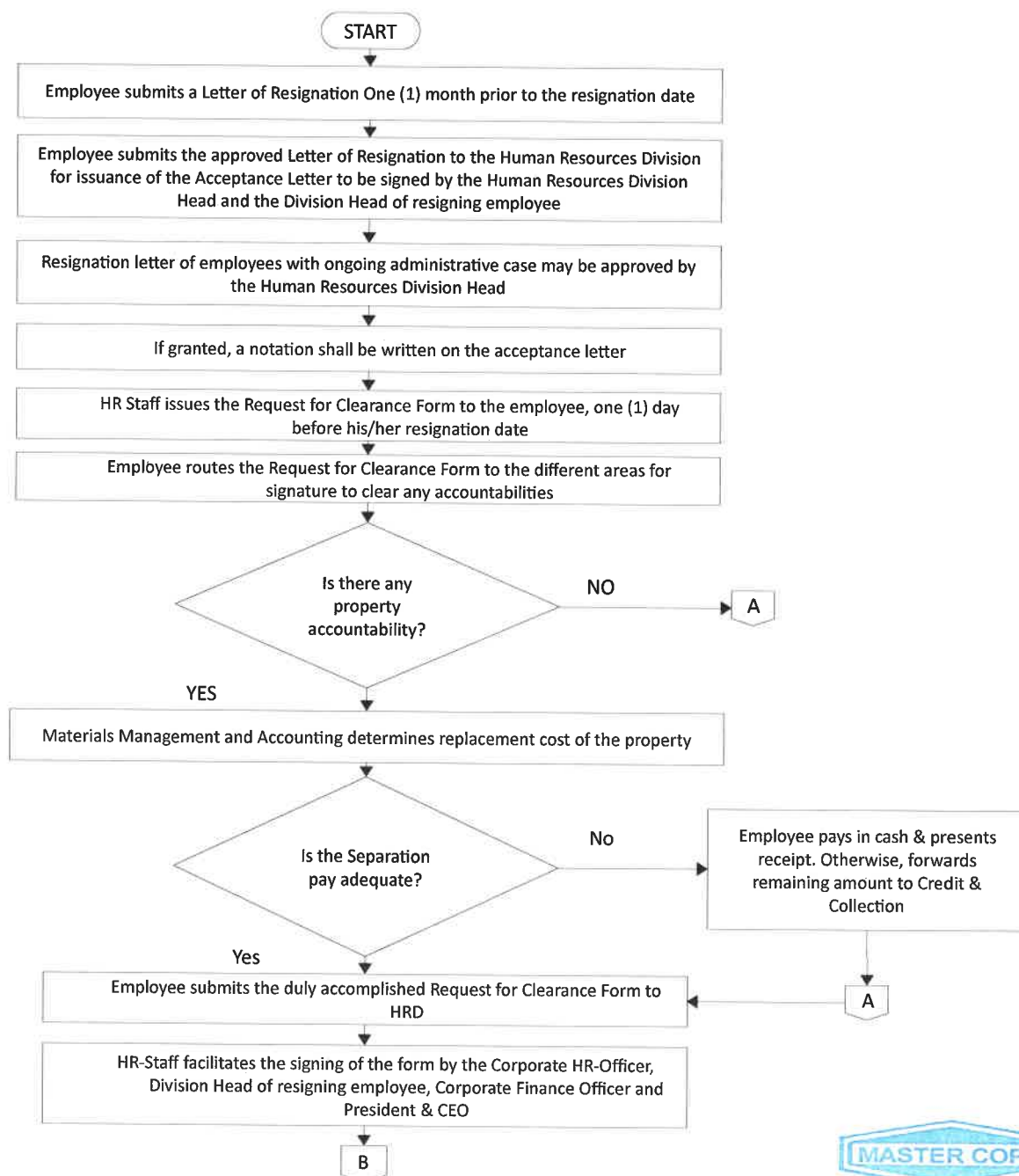
RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-ER/LR-P006-(01)	
TITLE/DESCRIPTION: RESIGNATION			
EFFECTIVE DATE: December 28, 2024	REVISION DUE: December 27, 2027	REPLACES NUMBER: HR (ER/LR) – QP – 06	NO. OF PAGES: 10 of 13
APPLIES TO: All Employees of RMCI		POLICY TYPE: Administrative	

WORK FLOW:





DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT:

Human Resource Division

POLICY NUMBER:

DPOTMH-APP-ER/LR-P006-(01)

TITLE/DESCRIPTION:**RESIGNATION****EFFECTIVE DATE:**

December 28, 2024

REVISION DUE:

December 27, 2027

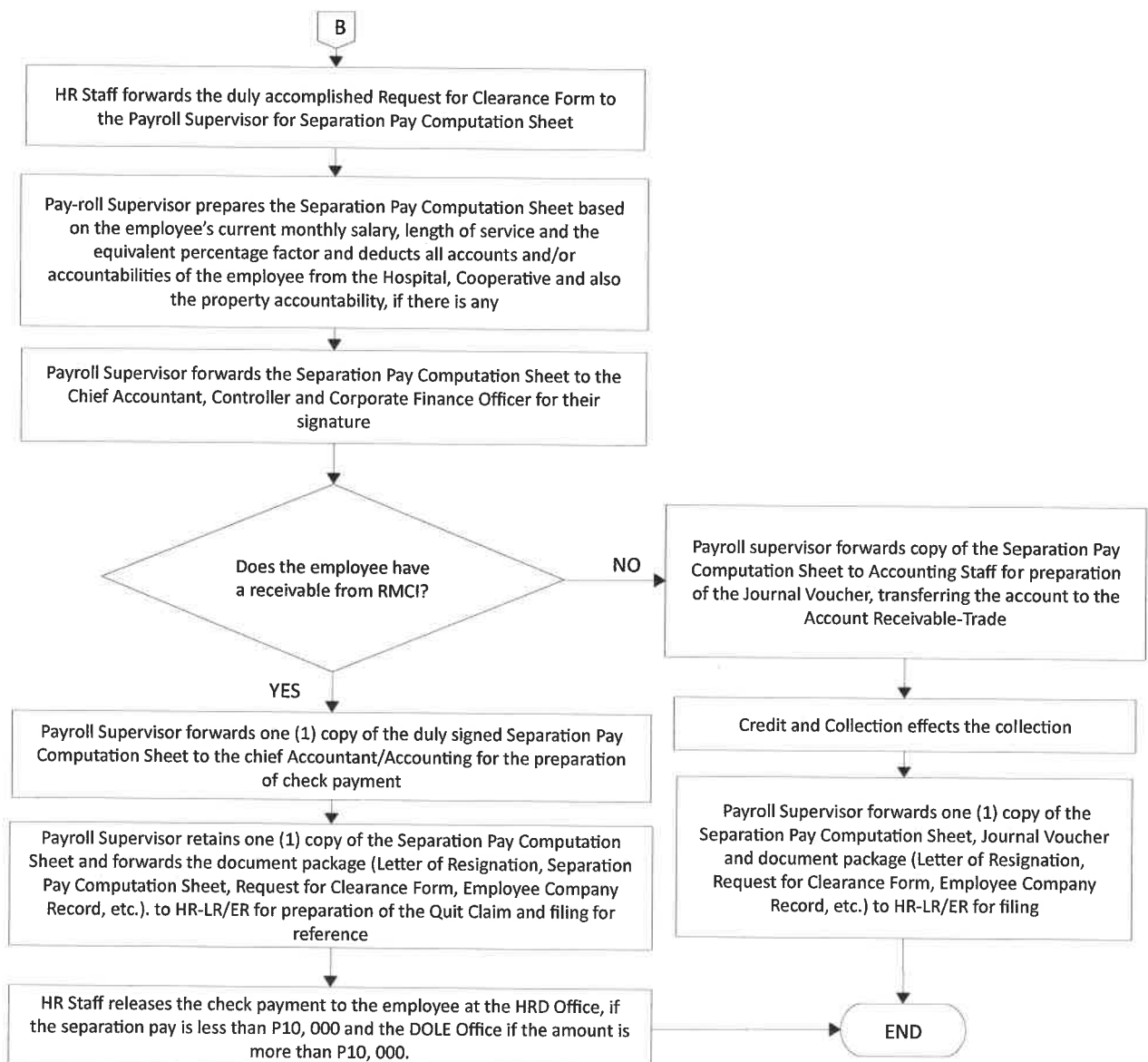
REPLACES NUMBER:

HR (ER/LR) – QP – 06

NO. OF PAGES: 11 of 13

APPLIES TO: All Employees of RMCI

POLICY TYPE: Administrative



MASTER COPY



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-ER/LR-P006-(01)	
TITLE/DESCRIPTION: RESIGNATION			
EFFECTIVE DATE: December 28, 2024	REVISION DUE: December 27, 2027	REPLACES NUMBER: HR (ER/LR) – QP – 06	NO. OF PAGES: 12 of 13
APPLIES TO: All Employees of RMCI		POLICY TYPE: Administrative	

FORMS: <ul style="list-style-type: none">1. Request for Clearance Compliant2. Request for Clearance Form for Non-Compliant
EQUIPMENT: N/A
REFERENCES: N/A





DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-ER/LR-P006-(01)	
TITLE/DESCRIPTION: RESIGNATION			
EFFECTIVE DATE: December 28, 2024	REVISION DUE: December 27, 2027	REPLACES NUMBER: HR (ER/LR) – QP – 06	NO. OF PAGES: 13 of 13
APPLIES TO: All Employees of RMCI		POLICY TYPE: Administrative	

APPROVAL:				
	Name/Title	Signature	Date	TQM Stamp
Prepared by:	LANCE CARY D. FUENTES Organizational Development Specialist		12.9.24	
Reviewed by:	WENDY MAE D. GOMEZ Accreditation & Documentation Manager		12.10.24	
Approved by:	RODEL J. LLAVE Total Quality Division Head		12-10-24	
	NANCY B. HIZON Human Resources Division Head		12.11.24	
	HANNAH KHAY S. TREYES Chief Nursing Officer		12.11.2024	
	JULIE ANNE CHRISTINE J. KO Chief Finance Officer		12/11/24	
	NOEL P. GARBO General Services Head		12/12/2024	
	ROSARIO D. ABARING Ancillary Division Head		12.13.2024	
	JOSE PEPITO B. MALAPITAN, MD Medical Director		11 6 DEC 2024	
	MA. ANTONIA S. GENSOLI, MD VP/ Chief Medical Officer		12.26-24	
	SOCORRO VICTORIA L. DE LEON VP/ Chief Operating Officer		01/03/2025	
Final Approved by:	GENESIS GOLDI D. GOLINGAN President and Chief Executive Officer		01/09/25	

